

**AMOTIVATIONAL FACTORS AFFECTING THE PRODUCTIVITY OF  
PUBLIC SECTOR SERVANTS**

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## **ABSTRACT**

### **MOTIVATIONAL FACTORS AFFECTING THE PRODUCTIVITY OF PUBLIC SECTOR SERVANTS**

This study was carried out in order to determine which one among the motivational factors that can raise public sector servants' productivity in the organization they serve. After gathering information from the past study and journal, there are four independent variables that can help contribute a better employees' productivity, such as employees' empowerment, type of works, full appreciation of work done by employers and good and comfortable working environment. Nowadays, we cannot assume all employees have the same motivation factors in the workplace. Thus, managers or business owners must know which kind of factors can motivate their workers whether intrinsic (self-satisfaction) or extrinsic (reward giving by others, such as pay and promotion) motivation. By knowing this, organizations can increase their output through the high productivity given by their own staffs. If there is a low motivation level among government employees, it can lead to inefficient and ineffective jobs performance in national administration. Managers will found that they will have several difficulties on achieving certain goals when their subordinates do not put enough commitment and effort towards tasks.

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## **1.0 INTRODUCTION**

Motivation is an important element in understanding, studying and analysing human behaviour. It helps of an executive or a manager to identify the motives which influence the behaviour of employee at work to attain organizational objectives (Yudhvir, Sunita, 2012). Many business owners and managers will acknowledge their workers as an important asset to their organization for that reason. However, to maintain a good performance for desired productivity in order to achieve any targets or objectives from time to time can be complicated and hard. Furthermore, the motivation among workers issue already caught many people attention who work in management department since 18<sup>th</sup> century such as Maslow and Herzberg. They came out with theories that can affect employees' motivation to boost one's productivity.

We cannot assume all employees have the same motivation factors in the workplace. Workers in Japan will have different motivation factors compare to people in Scotland and Nigeria. Thus, in this study we will examine which of the factors that can boost public sector servants in Malaysia and eventually will increase their productivity. Last but not least, this study is a replication of Jerry P. Haenisch study, Factors Affecting Productivity of Government workers and at the end of this study, I added several new data which are the correlation and regression regarding variables that were not included in Jerry's works.

## **2.0 BACKGROUND OF THE STUDY**

After more than 50 years of democracy within the Malaysian political environment, the Public Service is faced with a workplace plagued with a multitude of factors that interfere on the effective delivery of crucial services, which it provides (Fauzilah Salleh, 2011). In order for a public sector organization or government department to deliver on its mandate of service delivery to public, human capital within the organization plays an important role and as a backbone to fulfill the ever changing needs of publics (Fauzilah Salleh, 2011).

Wiley (1997) stated some motivators that employees value over time and the most preferred motivators have changed over the last 40 years. To keep them motivated and committed for their tasks, manager must understand their workers' needs and wants carefully because each of them has different preferences to keep them motivated.

Motivated employees will always put a lot of effort in performing their jobs and this will make that organization to become competitive with others. Thus, managers or business